

# Facilitator CHiPs



## Constructive, Helpful, and Informative Practices

Prepared by the ORO Facilitator Program to help enhance individual and organizational excellence

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### *Facilitation Services Available:*

- Process Improvement
- Team Building
- Change Management
- Strategic Planning
- Customer Focus and Assessment
- Baldrige Quality Award Criteria for Performance Excellence
- Valuing Differences
- Problem Solving, Decision Making, and Consensus Building Tools
- 360° Feedback Instruments
- Problem Identification and Clarity
- Reengineering
- Integrated Organizational Renewal
- Facilitator Skills Training for Supervisors

For more information about facilitator services or to suggest a CHIP topic, e-mail or call:

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[Donna Riggs](#) (865) 576-0063

Visit the [Facilitator Program Web Page](#)

[www.oakridge.doe.gov/fac](http://www.oakridge.doe.gov/fac)

## *How to Handle Conflict*

Did you know that conflict is good? That's right. Conflict can be healthy for an organization and should be allowed to exist – **IF** we handle it in a constructive manner. Conflict can result in better planning, improved processes and relationships, and more informed decisions with fewer unintended consequences. How can we constructively handle conflict?

1. Recognize that we each have different communication styles and use different filters to listen to others. Our attitudes, beliefs, and values also may differ. These things may cause two people to draw different conclusions from the very same conversation. Check to ensure that the proper message was received. Don't make assumptions. Ask.
2. Be aware of the message we send others through our body language. What does our body posture tell them? Our body movement? Our eye and facial expressions? Even our grooming and attire can send nonverbal messages.
3. Learn assertive skills to help work through conflicts and learn listening skills to understand another's position to enable you to express your views without causing emotional trauma or damage to the other party.
4. Learn to thoroughly investigate the source of the conflict by understanding the process involved rather than seeking to assign blame.
5. Work with the other person(s) to attack the problem and look for a creative way to benefit all involved.
6. If you are unable to resolve the conflict through the steps above, try using a facilitator to help you resolve or minimize the conflict.

Remember that conflict can be healthy for an organization. It's only bad if it is handled inappropriately.

In our next issue: [Baldrige Basics: Process Management](#)